



## New Jersey Division of Pensions & Benefits

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Telephone: (609) 292-7524 ▪ E-mail: [pensions.nj@treas.nj.gov](mailto:pensions.nj@treas.nj.gov)

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### Forgot Your Login ID?

1. Go to [www.nj.gov](http://www.nj.gov)
2. Click the “Login” link located directly below the blue banner.
3. Click the “Forgot your login ID?” link below the login ID field.
4. Enter the e-mail address associated with your account and click “Continue.”
5. You will be prompted to answer a security question you previously created. Once you have answered the question, click “Continue.”
6. If you have answered your security question correctly, your login ID will be sent to the e-mail address on file.
7. Retrieve the login ID from your e-mail and follow the instructions to access your account.

### Forgot Your Password?

1. Go to [www.nj.gov](http://www.nj.gov)
2. Click the “Login” link located directly below the blue banner.
3. Click the “Forgot Password?” link below the password field.
4. Enter your login ID and click “Continue.”

5. You will be prompted to answer a security question you previously created. Once you have answered the question, click “Continue.”
6. If you have answered your security question correctly, a new password will be sent to your e-mail address.
7. Retrieve the password from your e-mail and follow the instructions to change the new password to something you can easily remember.

### Can't Answer Your Security Question?

1. Go to [www.nj.gov](http://www.nj.gov)
2. Click the “Login” link located directly below the blue banner.
3. Below the “Log In” button, click the “Need Help?” link.
4. Scroll to the bottom until you cannot go any further. Click the link next to item #5 that says “Contact myNewJersey Support.”
5. Enter your information in all of the appropriate fields including your first and last name. Also, be sure to provide your *current* e-mail address. In the subject line, write “Can't Answer Security Question.”
6. In the “Message” field include the reason for your e-mail, your login ID, and the e-mail address you wish

the new password to be sent. When you're done, click "Send." \*Do **NOT** include your SSN in the "Message."

7. Please allow one business day for a response.
8. MyNewJersey will send you an e-mail to verify your identity and will likely ask you to provide **ONLY** the last 4-digits of your SSN.
9. Once your identity has been confirmed, you will receive another e-mail with the requested information. Follow the instructions in the e-mail to change your password and/or security question and answer.

### **No Longer Have Access to the E-mail Used When You Created the Account?**

1. Go to [www.nj.gov](http://www.nj.gov)
2. Click the "Login" link located directly below the blue banner.
3. Below the "Log In" button, click the "Need Help?" link.
4. Scroll to the bottom until you cannot go any further. Click the link next to item #5 that says "Contact myNewJersey Support."
5. Enter your information in all of the appropriate fields including your first and last name. Also, be sure to provide your *current* e-mail address. In the subject line, write "Forgot Password."

6. In the "Message" field indicate that you cannot remember your password and are not able to access the e-mail used when you registered your account. Provide your login ID and the e-mail address you wish the new password to be sent. When you're done, click "Send." \*Do **NOT** include your SSN in the "Message."
7. Please allow one business day for a response.
8. MyNewJersey will send you an e-mail to verify your identity and will likely ask you to provide **ONLY** the last 4-digits of your SSN.
9. Once your identity has been confirmed, you will receive another e-mail with the requested information. Follow the instructions in the e-mail to change your password and/or e-mail address on file.